

## OBSERVATION REPORT #86

**Verizon-New Jersey confirmed or rejected flow-through orders during the Service Order Processor (“SOP”) scheduled downtime.**

### Issue

The New Jersey Carrier-to-Carrier Guidelines (May 2000) state that for OR-1 and OR-2 metrics the SOP scheduled downtime hours for flow-through orders are 10 PM to 6AM, each day. KPMG Consulting has found flow-through orders confirmed or rejected by Verizon-NJ during the scheduled SOP downtimes.

To calculate the confirmation/rejection response time interval, Verizon-NJ subtracts the receipt date and time from the first confirmation/rejections date and time and then removes any SOP downtime during the interval. Please see Table 1 for examples of orders confirmed during the SOP scheduled downtime. Please see Table 2 for examples of orders rejected during the SOP scheduled downtime. Because all orders were received and confirmed/rejected during the SOP downtime, based on the previously mentioned calculation, all have a response time equal to zero. However, the orders should have been confirmed or rejected after the SOP downtime interval was over.

**Table 1: Orders Confirmed During SOP Downtime**

Number	Purchase Order Number	Version Number	Verizon Receipt Date and Time	Verizon Confirmation Date and Time	Confirmation Response Time
1	ACI2000177615	AA	11/21/2000 1:23	11/21/2000 1:42	0
2	35105	--	11/02/2000 4:54	11/02/2000 4:55	0
3	0002000450S34	--	11/28/2000 23:47	11/29/2000 1:50	0
4	0002084655S34	--	11/28/2000 23:47	11/29/2000 1:53	0
5	BA272523S	AA	10/22/2000 22:13	10/22/2000 22:14	0

**Table 2: Orders Rejected During SOP Downtime**

Number	Purchase Order Number	Version Number	Verizon Receipt Date and Time	Verizon Rejection Date and Time	Rejection Response Time
1	ACI2000180495	AA	11/28/2000 23:40	11/29/2000 1:46	0
2	4POTSNWL	AE	11/17/2000 23:49	11/18/2000 1:35	0
3	0002005913S34	--	11/28/2000 23:47	11/29/2000 1:45	0
4	698428D	AA	11/14/2000 22:42	11/14/2000 22:42	0
5	NNJP0006520A	AA	11/17/2000 23:34	11/18/2000 1:35	0

## **Assessment**

Verizon-NJ is not adhering to the SOP downtime exclusion mandated by the New Jersey Carrier-to-Carrier Guidelines (May 2000). In addition, for certain orders the calculated confirmation and rejection response times are inaccurate.